Docket No. 2003P13763US

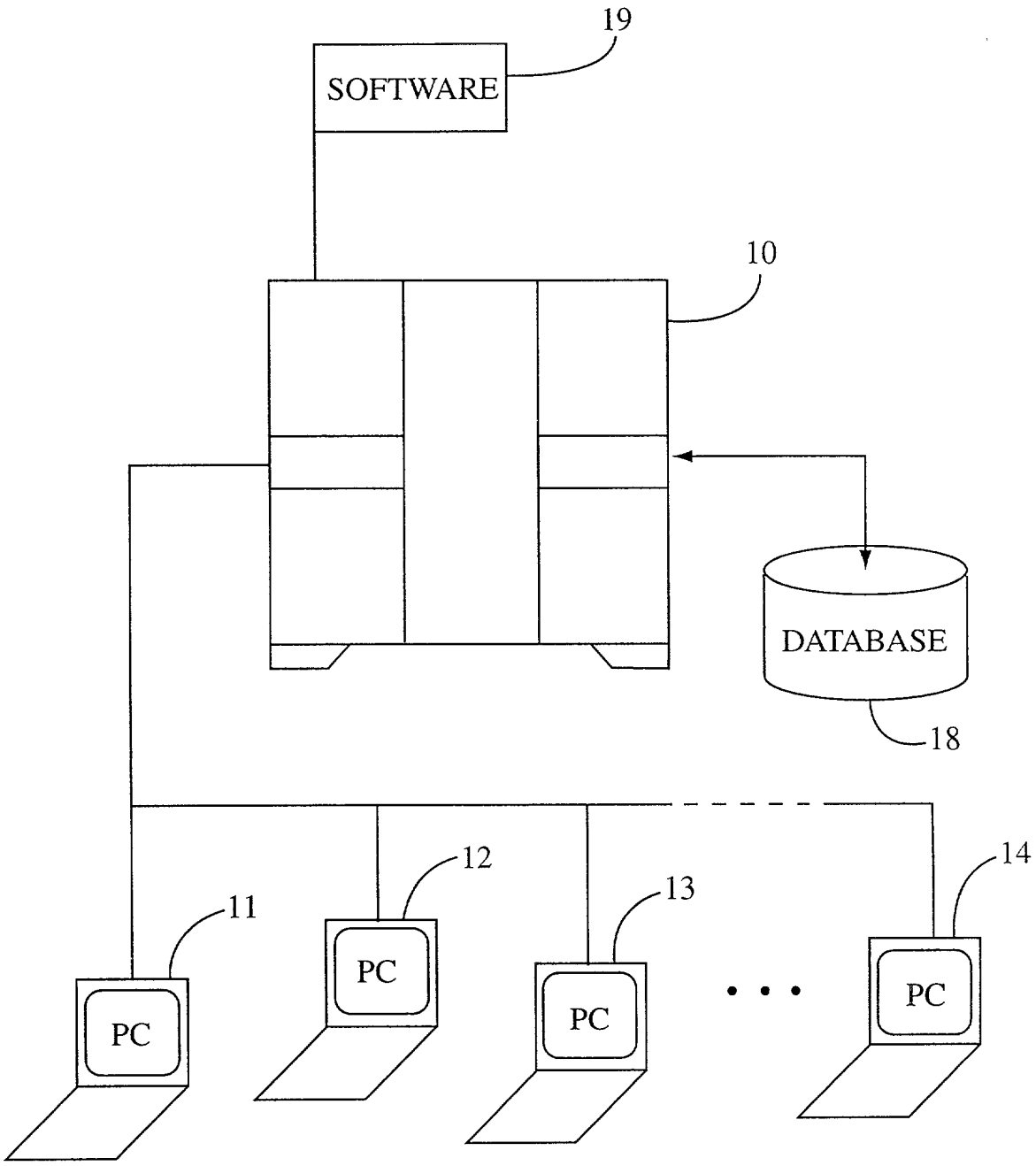

Fig. 1

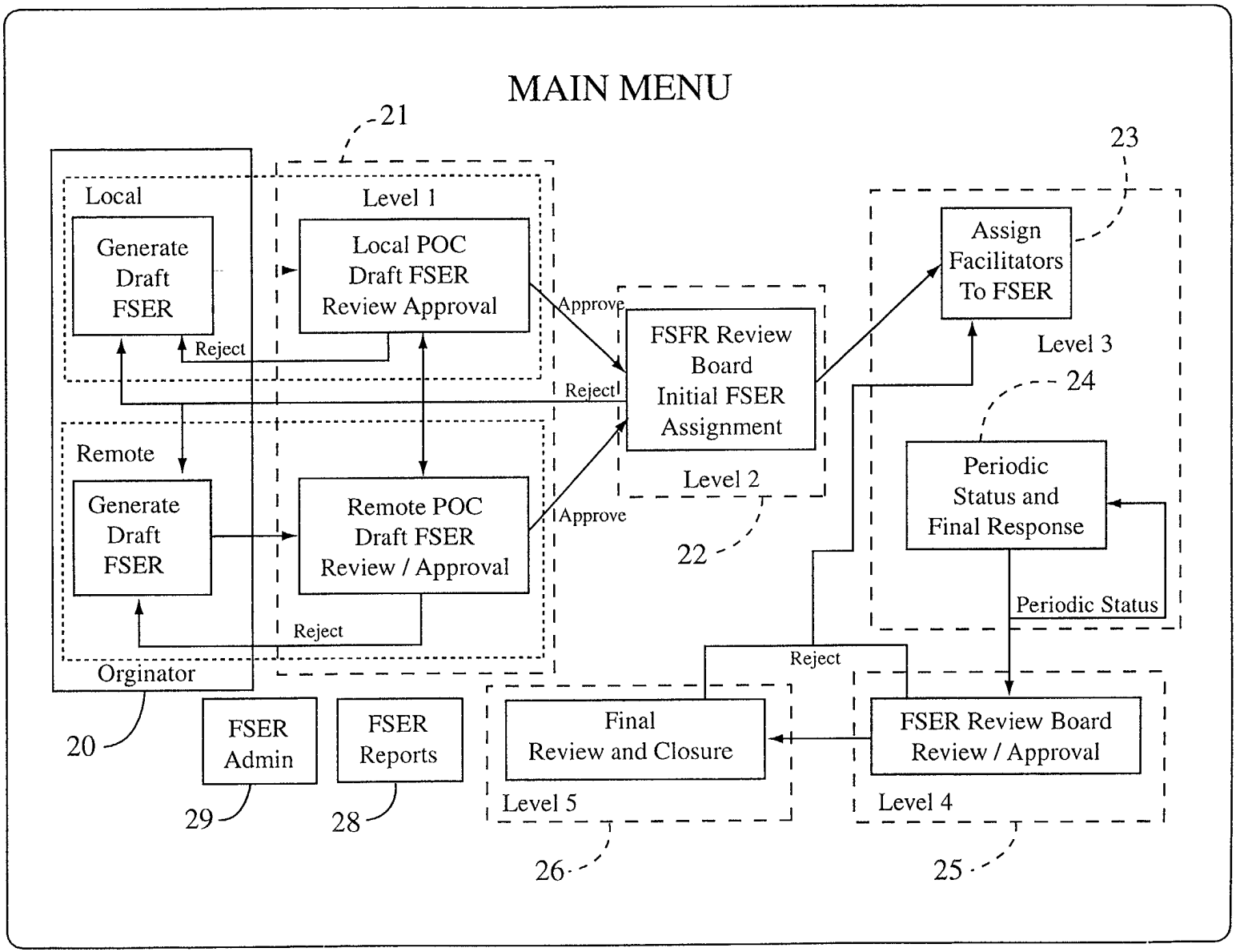
MAIN MENU
21
Local
Level 1
Generate Draft FSER
Local POC Draft FSER Review Approval
Reject
Approve
FSFR Review Board Initial FSER Assignment
Reject
Level 2
22
23
Assign Facilitators To FSER
Level 3
24
Periodic Status and Final Response
Periodic Status
Remote
Generate Draft FSER
Remote POC Draft FSER Review / Approval
Approve
Reject
Orginator
20
FSER Admin
29
FSER Reports
28
Reject
Final Review and Closure
Level 5
26
FSER Review Board Review / Approval
Level 4
25

Fig. 2

HOSTED BY GOOGLE

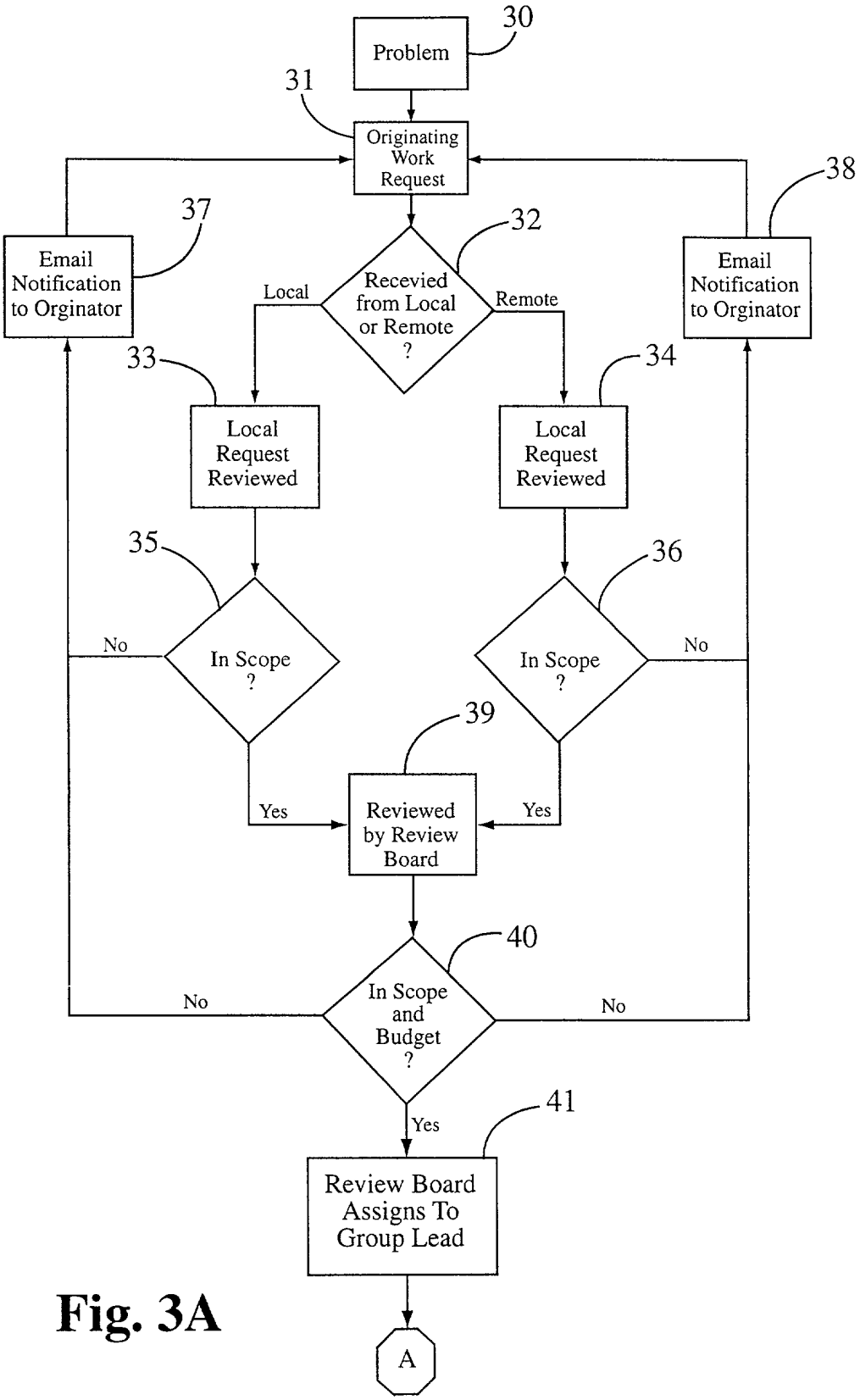

Fig. 3A

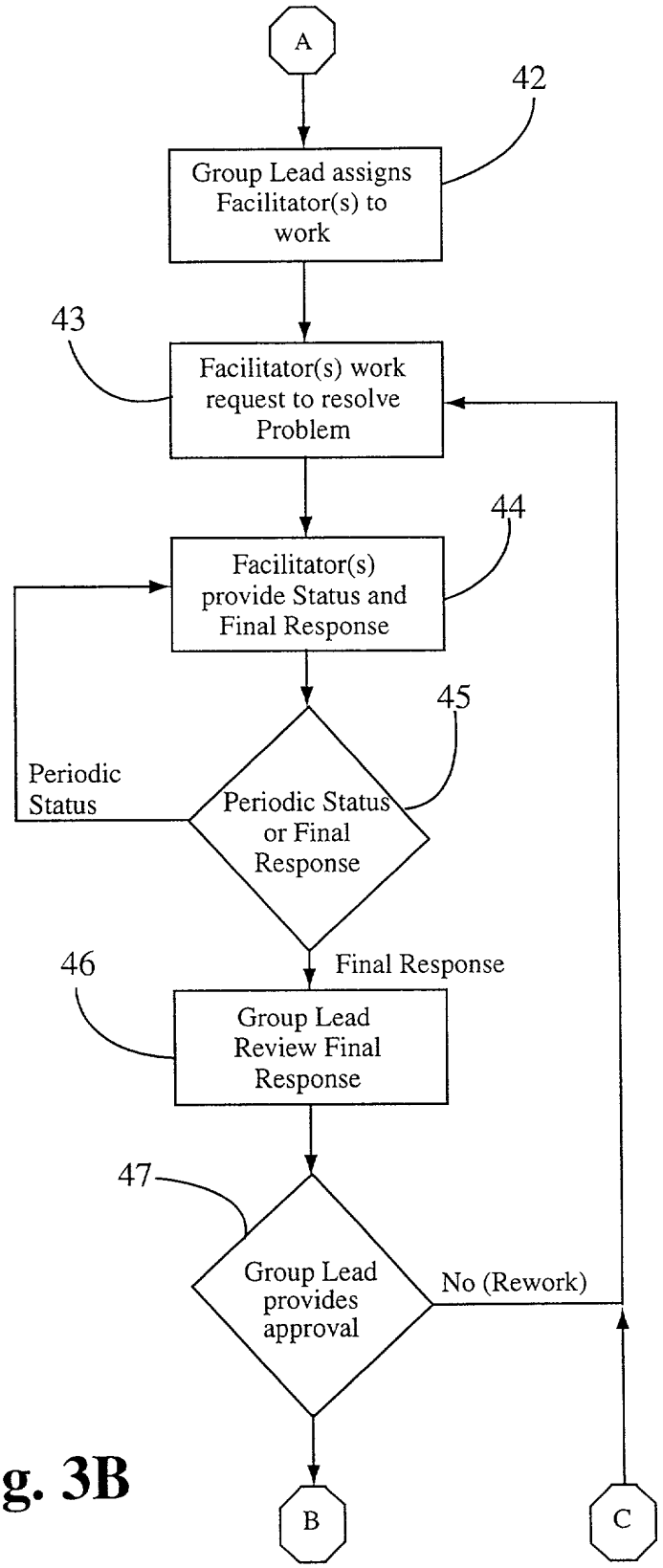
A
42
Group Lead assigns Facilitator(s) to work
43
Facilitator(s) work request to resolve Problem
44
Facilitator(s) provide Status and Final Response
45
Periodic Status
Periodic Status or Final Response
Final Response
46
Group Lead Review Final Response
47
Group Lead provides approval
No (Rework)
B
C

Fig. 3B

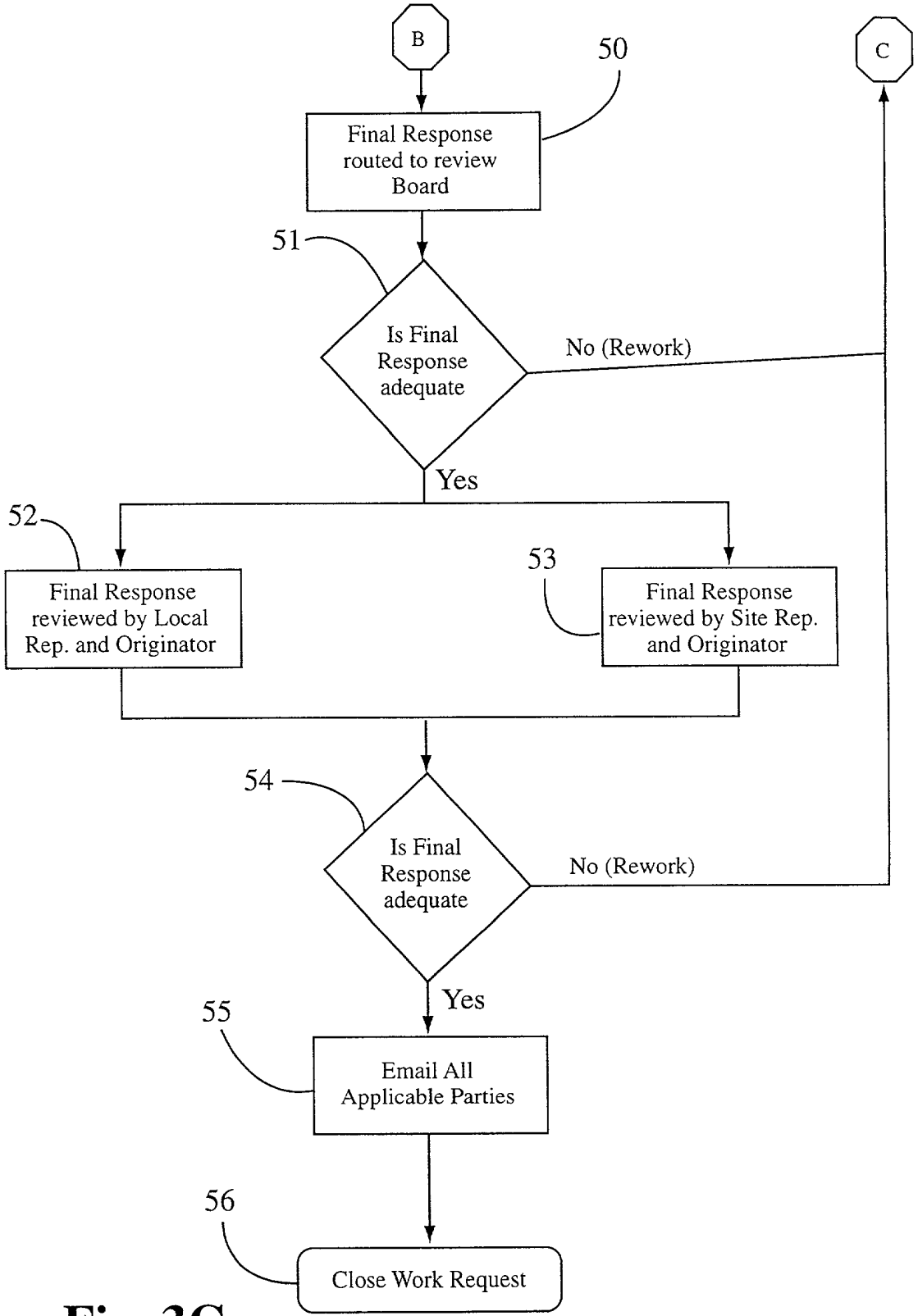
B
50
C
Final Response routed to review Board
51
Is Final Response adequate
No (Rework)
Yes
52
Final Response reviewed by Local Rep. and Originator
53
Final Response reviewed by Site Rep. and Originator
54
Is Final Response adequate
No (Rework)
Yes
55
Email All Applicable Parties
56
Close Work Request

Fig. 3C

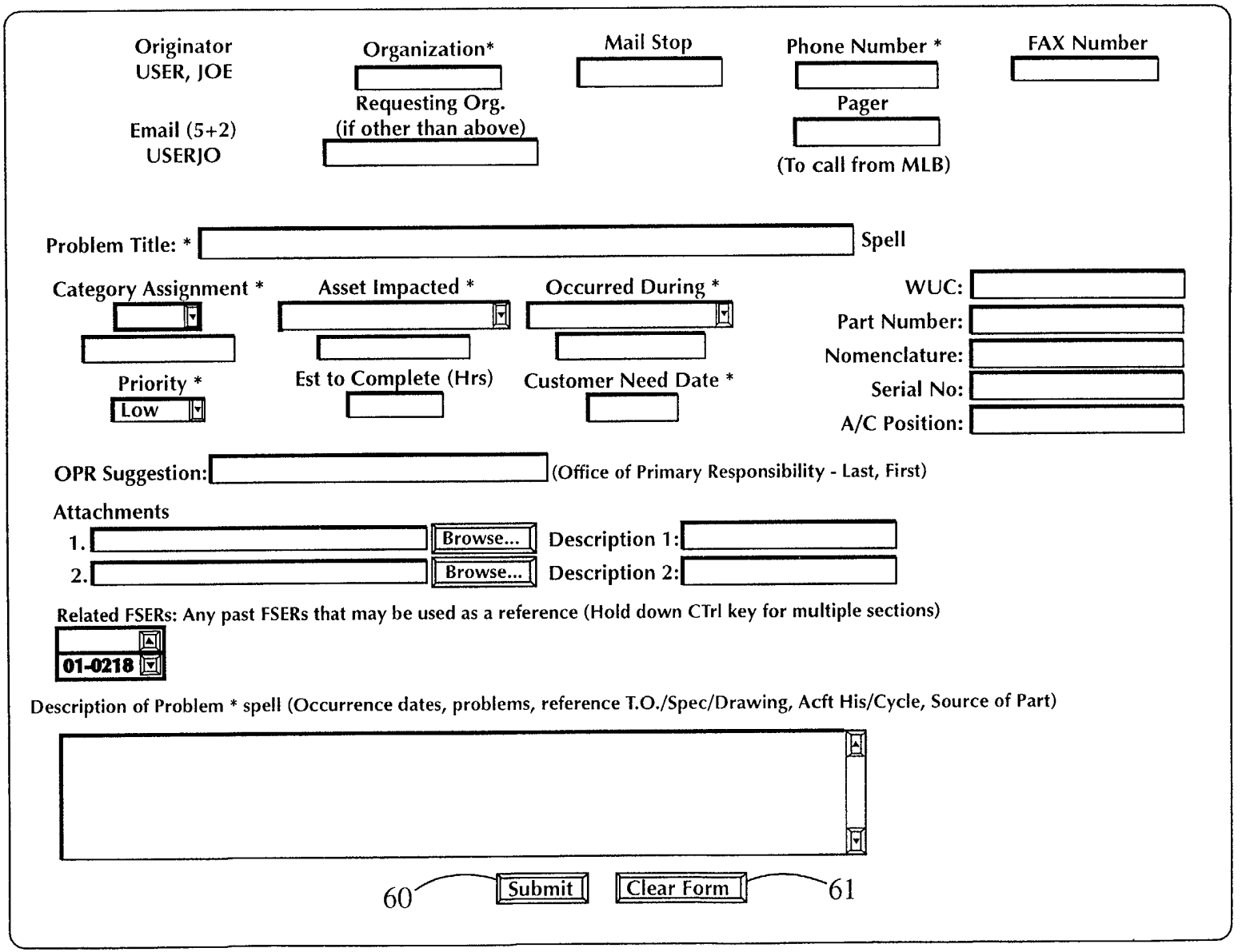
Originator
USER, JOE
Email (5+2)
USERJO
Organization*
Requesting Org.
(if other than above)
Mail Stop
Phone Number *
Pager
(To call from MLB)
FAX Number
Problem Title: *
Spell
Category Assignment *
Asset Impacted *
Occurred During *
Priority *
Low
Est to Complete (Hrs)
Customer Need Date *
WUC:
Part Number:
Nomenclature:
Serial No:
A/C Position:
OPR Suggestion:
(Office of Primary Responsibility - Last, First)
Attachments
1.
Browse...
Description 1:
2.
Browse...
Description 2:
Related FSERs: Any past FSERs that may be used as a reference (Hold down CTrl key for multiple sections)
01-0218
Description of Problem * spell (Occurrence dates, problems, reference T.O./Spec/Drawing, Acft His/Cycle, Source of Part)
Submit
Clear Form
60
61

Fig. 4

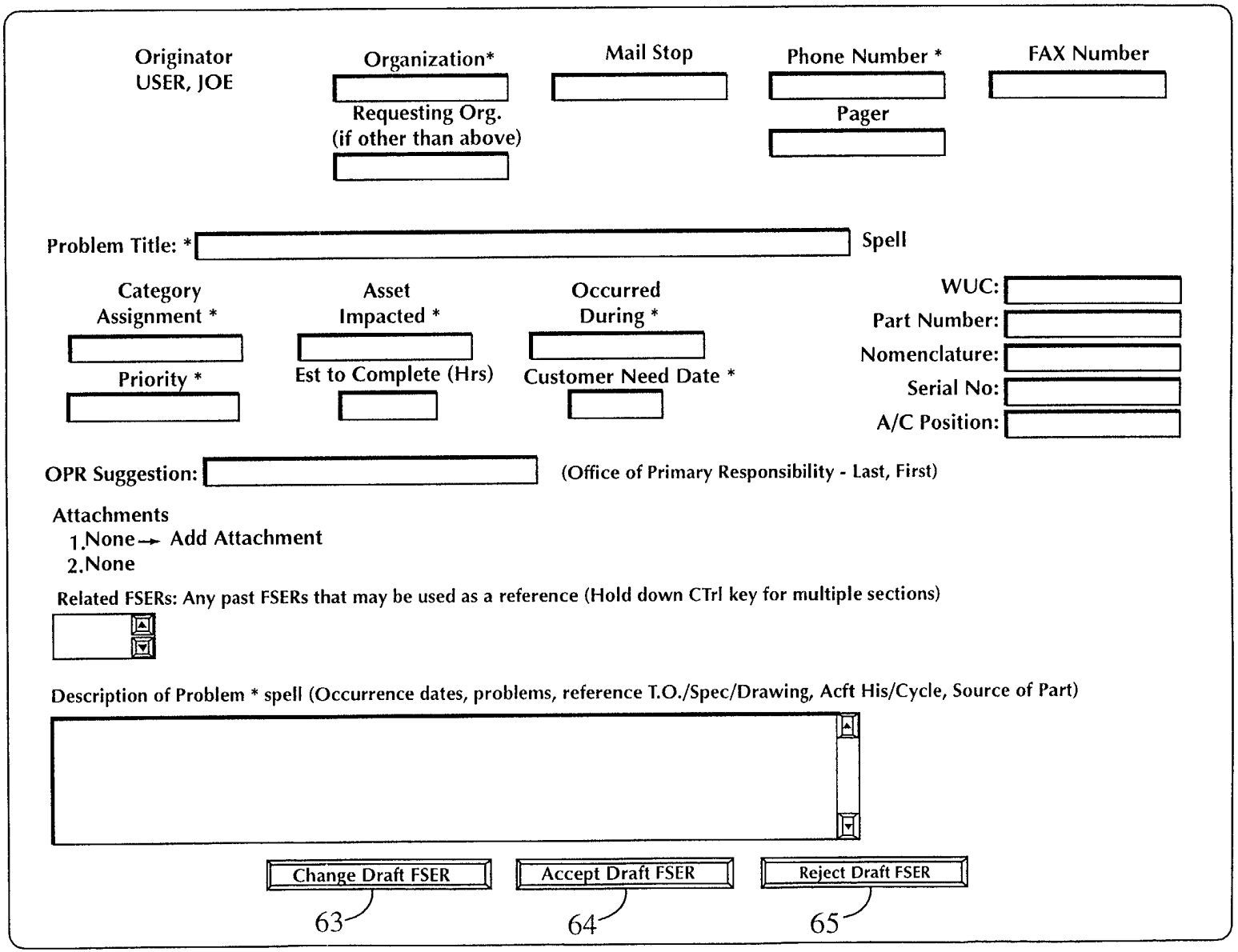
Originator
USER, JOE
Organization*
Mail Stop
Phone Number *
FAX Number
Requesting Org.
(if other than above)
Pager
Problem Title: *
Spell
Category
Assignment *
Asset
Impacted *
Occurred
During *
WUC:
Part Number:
Nomenclature:
Serial No:
A/C Position:
Priority *
Est to Complete (Hrs)
Customer Need Date *
OPR Suggestion:
(Office of Primary Responsibility - Last, First)
Attachments
1.None→ Add Attachment
2.None
Related FSERs: Any past FSERs that may be used as a reference (Hold down CTrl key for multiple sections)
Description of Problem * spell (Occurrence dates, problems, reference T.O./Spec/Drawing, Acft His/Cycle, Source of Part)
Change Draft FSER
Accept Draft FSER
Reject Draft FSER
63
64
65

Fig. 5

Originator	Organization*	Mail Stop	Phone Number *	FAX Number *
USER, JOE	Requesting Org. (Same As above)			

Problem Title: * [ ] Spell

Category Assignment *	Asset Impacted *	Occurred During *
[ ]	[ ]	[ ]
Priority *	Est to Complete (Hrs)	Customer Need Date *
[ ]	[ ]	[ ]

WUC: [ ]
Part Number: [ ]
Nomenclature: [ ]
Serial No: [ ]
A/C Position: [ ]

OPR Suggestion: [ ] (Office of Primary Responaibilty - Last, First)

Attachments
1: None
2: None

Related FSERs: Any past FSERs that may be used as a reference (In format ##-####,##-#####.....)
[ ]

Description of Problem * spell (Occurrence dates, problems, reference T.O./Spec/Drawing, Acft Hrs/Cycle, Source of Part)
[ ]

Change Above FSER Information

FSER Review Board Action APPROVE: ○ REJECT: ○

Fig. 6A

On Reject, add to Potential ECP List? Yes: ○ NO: ○

Review Board Assigns Action For: * (Click Group name to see Primary Group Lead)

Reach Back ○ Impact Analysis ○ Software ○ Support ○ Production ○ PDM ○ IMS ○

Review Board Recept Date | Initial Response Date * | Est. Completion Date *

Comments for Assigned Group: spell Any comments that might be useful to someone assigned this FSER.

Approve or Reject FSER

Fig. 6B

Originator	Organization	Mail Stop	Phone Number	FAX Number
USER, JOE	Requesting Org. Same As Above			

Problem Title:

Category Assignment	Asset Impacted	Occurred During Preflight	WUC: Part Number: Nomenclature: Serial Number: A/C Position:
Priority	Est to complete	Customer Need Date	

Attachments 1:
Attachments 2:

Related FSERs:

Description of Problem

This FSER is requesting completion of all documentation for the FSER tool and processes. Please update everything and provide in Word format. Contact Orginator with questions.

Also consider updating past documentation.

Status:

Action For: Group Lead :

Review Board Comments (any comments that may assist group leads when doing Actionee assignments):
Please consider updating all references to TER.

Review Board Receipt Date

Initial Response Date *

Actionee(s) *

Comments for Actionees: Spell

Review Board Assigned Date

Est. Completion Date *

Job Charge *

CC

Format - NT 5+2
No Blank Spaces
Check Name

70

Assign FSER

Fig. 7

Originator	Organization	Mail Stop	Phone Number	FAX Number
USER, JOE	Requesting Org. (Same As above)			

Category Assignment

Asset Impacted

Occurred During

WUC:
Part Number:
Nomenclature:
Serial No:
A/C Position:

Priority

Est to Complete (Hrs)

Customer Need Date

OPR Suggestion:

Attachments
1: None
2: None

Description of Problem spell (Occurrence dates, problems, reference T.O./Spec/Drawing, Acft Hrs/Cycle, Source of Part)

ACTION FOR: Group Lead:

Review Board Recept Date	Initial Response Date	Actionee	Phone No	Comments for Actionees
Review Board Assigned Date	Est. Completion Date			

Job change (CC)

Final Response Spell(Corrective action, request for additonal info, attachments, recommendations, PAO, etc.):

Fig. 8A

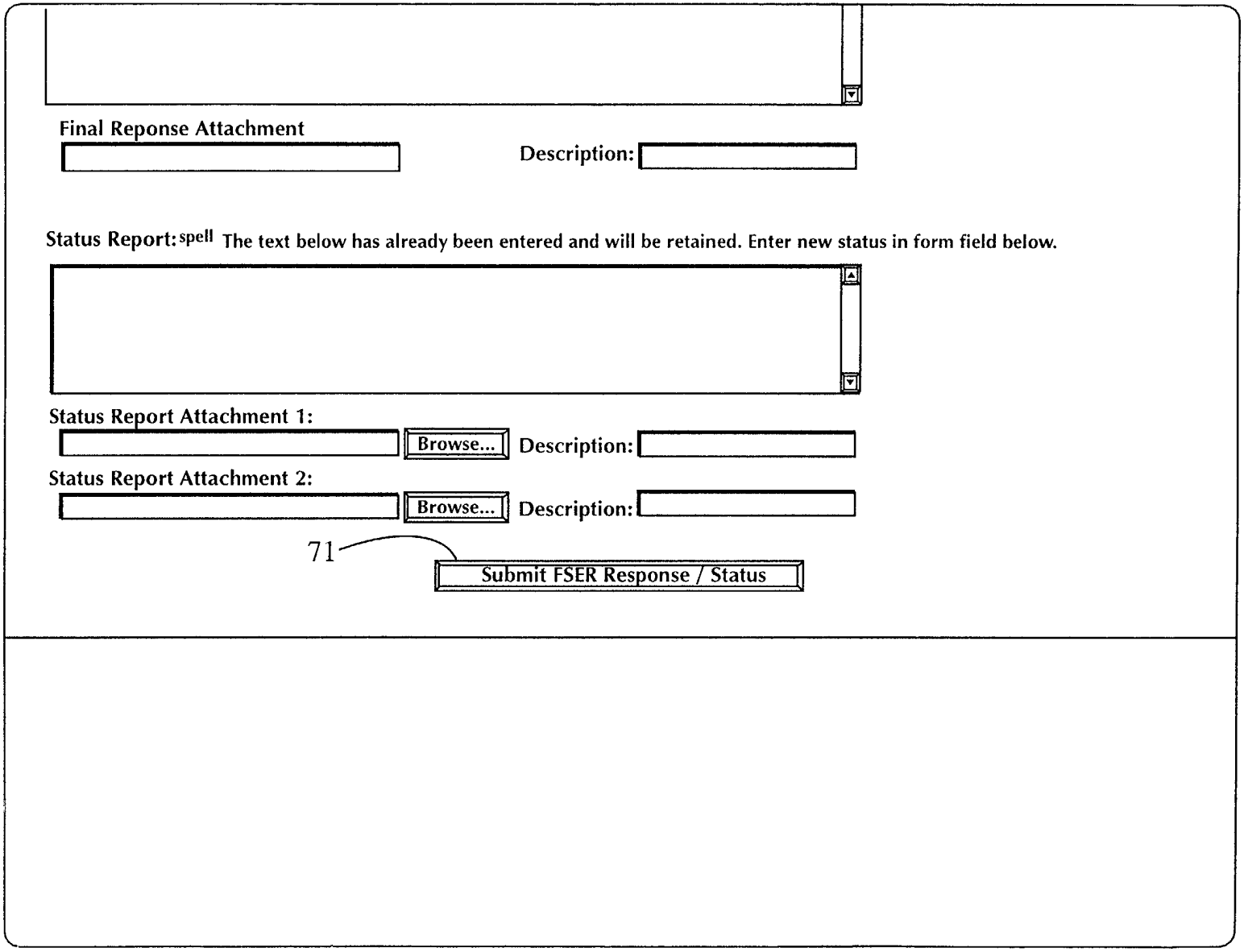
Final Reponse Attachment
Description:
Status Report: spell The text below has already been entered and will be retained. Enter new status in form field below.
Status Report Attachment 1:
Browse...
Description:
Status Report Attachment 2:
Browse...
Description:
71
Submit FSER Response / Status

Fig. 8B

Originator	Organization	Mail Stop	Phone Number	FAX Number
USER, JOE				
	Requesting Org. (if other than above)		Pager	

Problem Title:

Category Assignment	Asset Impacted	Occurred During	WUC:
			Part Number:
			Nomenclature:
Priority	Est to Complete	Customer Need Date	Serial No:
			A/C Position:

Attachments1:
Attachments2:
Related FSERs:

Description of Problem

This FRER is requesting completion of all documentation for the FSER tool and processes. Please update everything and provide in word format. Contract Orignator wit questions.

Also consider updating past docuementation

ACTIONS FOR: Group Lead: Status:

Review Board Receipt Date	Actioned Date	Actionee	Phone No:
Initial Response Date			
Est. Completion Date			
Job Charge (CC)			

Final Responce (Corrective action, additional info, reference hyperlinked recommened trouble shooting. Program Alert Order. etc.):

Fig. 9A

Responce Attachments

Status Report

WORKER, BEE -Update documentation. Had a group review. All concurred.

Review Board Concurrence to close? YES ○ NO ◉

Recommendation for FRER Watch List? YES ○ NO ◉

Recommendation for Potential ECP List? YES ○ NO ◉

Review Board Comments: Spell (new comments will be perpened to existing comments)

Submit Review and Comments

Fig. 9B

Originator	Organization	Mail Stop	Phone Number	FAX Number
USER, JOE				
	Requesting Org. (if other than above)			

Problem Title:

Category Assignment	Asset Impacted	Occurred During	WUC:
			Part Number:
			Nomenclature:
Priority	Est to Complete	Customer Need Date	Serial No:
			A/C Position:

Attachments1:
Attachments2:
Related FSERs:

Description of Problem

This FRER is requesting completion of all documentation for the FSER tool and processes. Please update everything and provide in word format. Contract Orignator wit questions.

Also consider updating past docuementation

ACTIONS FOR: Group Lead: Status:

Review Board Receipt Date	Actioned Date	Actionee	Phone No:
Initial Response Date			
Est. Completion Date			
Job Charge (CC)			

Final Responce (Corrective action, additional info, reference hyperlinked recommened trouble shooting. Program Alert Order. etc.):

Fig. 10A

Responce Attachment

Status Report

WORKER BEE - Update documemtation. Had a group review. All concurred.

Review Board Concurs:
Review Board Comments:

MEMBER BOARD - Consider this done. Looks like a goood and strong effort.

Concur for FSER Final Closure? YES ◉ NO ○

Send customized report outside NG? YES ○ NO ◉ **(Yes only valid when Concur for Final Closure is YES)**

Recommmendation for FSER Watch List YES○ NO ◉ **(Yes only valid when Concur for Closure is YES) - XOR with ECP List)**

Recommmendation for Potential ECP List YES○ NO ◉ **(Yes only valid when Concur for Closure is YES) - XOR with Watch List)**

Comments for Final Closure:Spell Any commtaht might be useful to someone reviewing FSERs.

Submit FSER For Closure

Fig. 10B

20210095950T

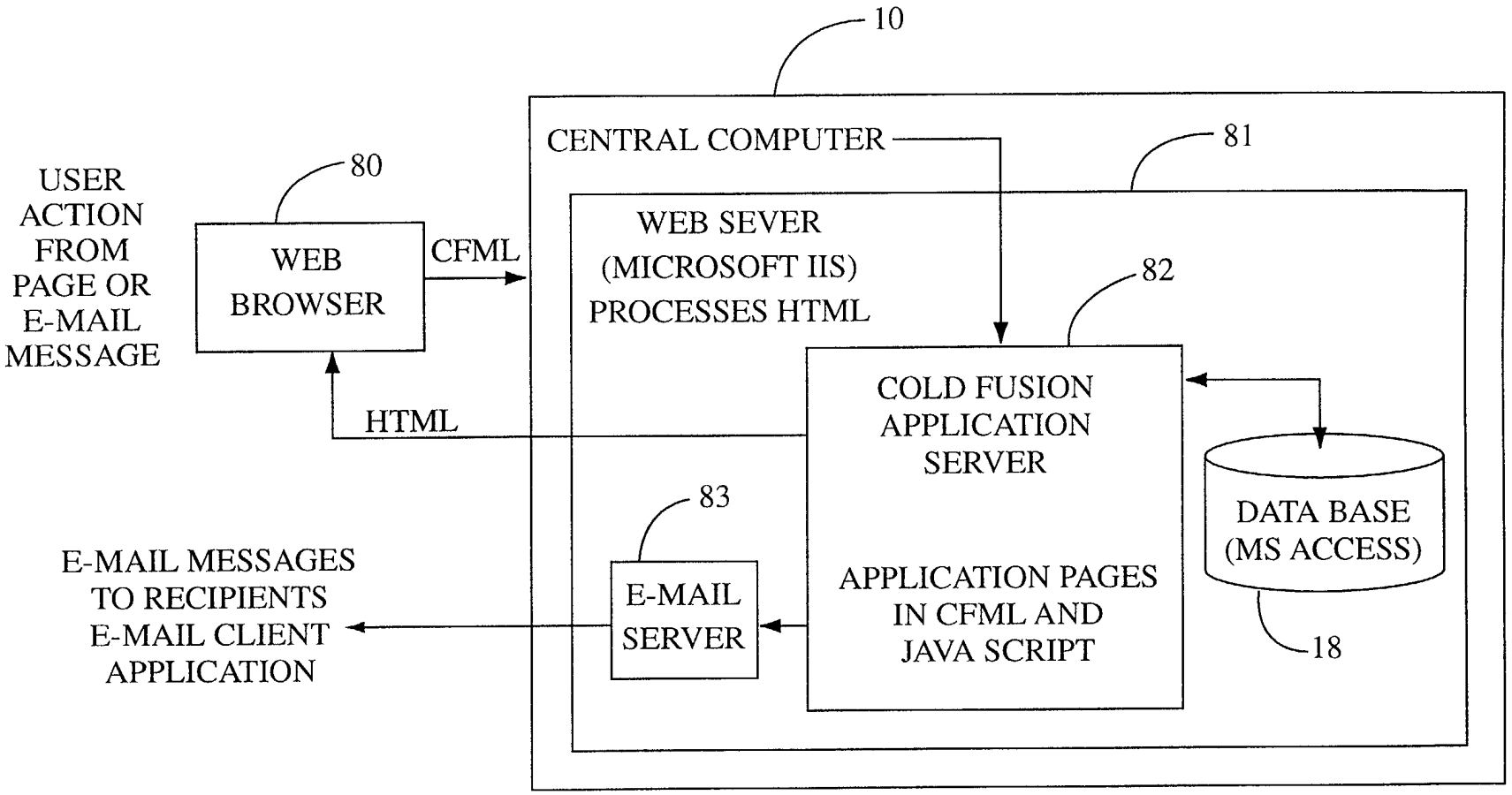

Fig. 11